IN THE CLAIMS

The following listing of the claims replaces all prior versions:

1. (Previously presented) An apparatus for the analysis of at least one first agent-traveler interaction and at least one second agent-traveler interaction the apparatus comprising:

an at least one first station for capturing substantially the full audio, video, and data of the at least one first agent-traveler interaction along a path of a traveler;

an at least one second station for capturing substantially the full audio, video, and data of the at least one second agent-traveler interaction along the path of the traveler, wherein the at least one second agent-traveler station is located at a location other than the first agent-traveler station; and

an analysis device for comparing the audio, video, and data of the at least one first agent-traveler interaction with the audio, video, and data of the at least one second agent-traveler interaction to determine, based upon a predetermined rule, a discrepancy.

2. (Previously presented) The apparatus of claim 1 further comprising a control station for storing the at least one first agent-traveler interaction and the at least one second agent-traveler interaction captured.

3. (Previously presented) The apparatus of claim 1 further comprising an alarm identifier device for identifying an alarm situation based on the comparing of the at least one second agent-traveler interaction with the at least one first agent-traveler interaction.

4. (Original) The apparatus of claim 3 further comprising an alarm-generating device for generating an alarm associated with an alarm situation identified by the alarm identifier device.

5. (Previously presented) The apparatus of claim 1 further comprising a station poll data device for polling stations for the at least one first agent-traveler interaction and the at least one second agent-traveler interaction.

6. (Previously presented) The apparatus of claim 1 further comprising a station transfer data device for managing data transferred from stations for the at least one first agent-traveler interaction and the at least one second agent-traveler interaction.

7. (Previously presented) The apparatus of claim 1 further comprising a database for storing and retrieving the at least one first agent-traveler interaction and the at least one second agent-traveler interaction.

8. (Previously presented) The apparatus of claim 1 further comprising a replay device for replaying the at least one first agent-traveler interaction or the at least one second agent-traveler interaction.

9. (Previously presented) The apparatus of claim 1 further comprising an object tracking device for tracking an object within the at least one first agent-traveler interaction or the at least one second agent-traveler interaction.

10. (Previously presented) The apparatus of claim 1 wherein the at least one first and second stations comprise at least one video capturing device for capturing video of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one audio recording device for capturing audio of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one data capture device for capturing data of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one storage device and an at least one data retrieval device.

11. (Original) The apparatus of claim 1 wherein the at least one first station and second station are located in the same transportation port.

12. (Original) The apparatus of claim 1 wherein the at least one first station and second station are located in remote transportation ports.

13. (Original) The apparatus of claim 1 further comprising a second control room for recording and storing the at least one first and second interactions.

14. (Original) The apparatus of claim 1 further comprising a local or remote operator for observing the operation of the apparatus.

15. (Original) The apparatus of claim 1 wherein the control station comprises a recording and retrieval system.

16. (Original) The apparatus of claim 1 wherein the capturing is performed in real time to be analyzed upon capture or at a later time.

17. (Original) The apparatus of claim 11 wherein the transportation port is an airport or a train station or a bus depot or a seaport or a vehicle for transporting persons.

18. (Original) The apparatus of claim 1 wherein the interaction is associated with a baggage item.

19. (Previously presented) The apparatus of claim 1 wherein the at least one first and at least one second interactions comprise a captured data, video and audio depicting the interaction between the agent and the traveler.

20. (Previously presented) The apparatus of claim 1 further comprising a quality assurance device for analyzing the at least one first agent-traveler interaction or the at least one second

agent-traveler interaction for analyzing the quality of service provided to a traveler by an agent, the quality assurance device using an at least one evaluation form of the apparatus.

21. (Original) The apparatus of claim 19 wherein the quality assurance device alerts a supervisor where the quality of service provided by an agent fails to meet a predetermined standard.

22. (Original) The apparatus of claim 19 wherein the quality assurance device initiates a training session with an agent.

23. (Previously presented) A method for the analysis of at least two captured interactions associated with a traveler and an agent, the method comprising the steps of:

capturing substantially the full audio, video, and data of an at least one first agent-traveler interaction at a first station along a path of a traveler;

capturing substantially the full audio, video, and data of an at least one second agent-traveler interaction at a second station along the path of the traveler; and

comparing the at least one second agent-traveler interaction with the at least one first agent-traveler interaction, to determine, based upon a predetermined rule, a discrepancy,

wherein the at least one second agent-traveler station is located at a location other than the first agent-traveler station.

24. (Previously presented) The method of claim 23 further comprising the step of recording at a control station the audio, video, and data of the at least one first agent-traveler interaction and the audio, video, and data of the at least one second agent-traveler interaction captured.

25. (Original) The method of claim 23 further comprising the step of storing at a control station the at least one first and second interactions captured.

26. (Previously presented) The method of claim 23 further comprising the step of an alarm identifier device identifying an alarm situation based on the comparing of the at least one second agent-traveler interaction with the at least one first agent-traveler interaction.

27. (Original) The method of claim 26 further comprising the step of generating an alarm associated with an alarm situation identified by the alarm identifier device.

28. (Previously presented) The method of claim 23 further comprising the step of polling the at least one first agent-traveler interaction and the at least one second agent-traveler interaction from the first and second stations.

29. (Previously presented) The method of claim 23 further comprising the step of retrieving the at least one first agent-traveler interaction and the at least one second agent-traveler interaction from a database.

30. (Previously presented) The method of claim 23 further comprising the step of replaying through the use of a replay device the at the least one first agent-traveler interaction or the at least one second agent-traveler interaction.

31. (Original) The method of claim 23 further comprising the step of tracking an object within the at least one first agent-traveler interaction or the at least one second agent-traveler interaction.

32. (Previously presented) The method of claim 23 wherein the at least one first station and the at least one second station comprise an at least one video capturing device for capturing video of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one audio recording device for capturing audio of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one data capture device for capturing data of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one storage device and an at least data retrieval device.

33. (Previously presented) The method of claim 23 further comprising the step of analyzing the at least one first agent-traveler interaction or the at least one second agent-traveler interaction for quality assurance purposes.

34. (Original) The method of claim 23 wherein the at least one first station and second station are located in the same transportation port.

35. (Original) The method of claim 3 wherein the at least one first station and second station are located in remote transportation ports.

36. (Previously presented) The method of claim 23 further comprising the step of recording and storing at a second control room the at least one first agent-traveler interaction and the at least one second agent-traveler interaction.

37. (Original) The method of claim 23 wherein the control station comprises a recording and retrieval system.

38. (Previously presented) The method of claim 33 wherein the step of analysis comprises comparing the at least first agent-traveler interaction or the at least second agent-traveler interaction to determine discrepancies between the at least first agent-traveler interaction or the at least second agent-traveler interaction.

39. (Cancelled)

40. (Previously presented) The method of claim 33 wherein the step of analysis comprises analysis of the at least first agent-traveler interaction or the at least one second agent-traveler interaction to determine whether the traveler is a security threat to other travelers.

41. (Previously presented) The method of claim 33 wherein the step of analysis comprising analysis of the at least second agent-traveler interaction or the at least one first agent-traveler

interaction to determine if an agent is providing a quality of service at a predetermined level, using an at least one evaluation form of the apparatus.

42. (Original) The method of claim 23 further comprising the step of transferring data from the at least one first or second stations to a server device.

43. (Previously presented) A method for traveler interactions management comprising:

capturing first audio, video, and data information related to a first agent-traveler interaction, at a first predetermined location along a path of a traveler;

capturing second audio, video, and data information related to a second agent-traveler interaction, at a second predetermined location along the path of the traveler ;

recording the captured first and second audio, video, and data information;

storing the recorded first and second audio, video, and data information on a storage device, and

analyzing the recorded first and second audio, video, or data information, by performing a comparison between the first and second audio, video, or data information to determine, based upon a predetermined rule, a discrepancy between the first agent-traveler interaction and the second agent-traveler interaction,

wherein said first and said second predetermined locations are substantially non-overlapping.

44. (Previously presented) The apparatus of claim 10 wherein the at least one first agent-traveler interaction is of a different type from the at least one second agent-traveler interaction.

45. (Previously Presented) The apparatus of claim 1 wherein the at least one first agent-traveler interaction is passenger screening and the at least one second agent-traveler interaction is selected from the group consisting of: ticket purchasing, baggage screening, check-in, passport control, and boarding.

46. (Previously presented) The apparatus of claim 10 wherein the data capture device is a screen capture device.

47. (Previously presented) The method of claim 23 further comprising a step of analyzing the audio, video, or data of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction.

48. (Previously presented) The method of claim 47 wherein the analysis is spotting words said by the traveler.

49. (Previously presented) The method of claim 47 wherein the analysis is stress detection of the traveler.

50. (Previously presented) The method of claim 23 further comprising a step of checking whether a luggage belonging to the traveler has changed.

51. (Previously presented) The method of claim 23 wherein the at least one first agent-traveler interaction is of a different type from the at least one second agent-traveler interaction

52. (Previously presented) The method of claim 23 wherein the at least one first agent-traveler interaction or the at least one second agent-traveler interaction is selected form the group consisting of: ticket purchasing, baggage screening, check-in, passport control, passenger screening; and boarding.

53. (Previously presented) The method of claim 24 wherein the audio, video, and data of the at least one first agent-traveler interaction or the audio, video, and data of the at least one second agent-traveler interaction are recorded synchronously.

54. (Previously presented) The method of claim 32 wherein the data capture device is a screen capture device.

55. (Previously presented) The apparatus of claim 1, wherein said rule assesses a change in an item associated with said traveler.

56. (Previously presented) The apparatus of claim 1, wherein said rule assesses a disparity between an item carried by said traveler, and said traveler's destination.

57. (Previously presented) The apparatus of claim 1, wherein said rule assesses a change in said traveler's appearance.

58. (Previously presented) The method of claim 23, wherein said rule assesses a change in an item associated with said traveler.

59. (Previously presented) The method of claim 23, wherein said rule assesses a disparity between an item carried by said traveler, and said traveler's destination.

60. (Previously presented) The method of claim 23, wherein said rule assesses a change in said traveler's appearance.